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RECEIVED E-01345A-10-0166

TO:

FROM: Leslie Frazier

DATE: 09-17-2010

2010 SEP 22 A 9:54

Arizona Corporation Commission

DOCKETED

REGARDING: APS Solar Incentive Complaint

SEP 22 2010

DOCKETED BY

Dear Arizona Corporation Commission:

My name is Leslie Frazier and I am the Rebates Manager for Salt River Solar & Wind, LLC. My voice has been heard quite often at recent meetings because, it seems like these programs have the potential to work for everyone, if everyone would just come together. The Installers need to have input as well as the Utility Companies. The perfect analogy would be a football coach writing plays, for the team, on a chalkboard that has never seen or played a game of football in his life. Somehow over the course of these renewable programs, we have fallen into a debate between the ACC, The Utility Companies and the Installers and we have forgotten why we are all here. We should be coming together, as one, to put together a program that not only works for our customer but, our planet also. I think the true benefits of solar have become lost in arguments over who's reached their goal, which customer won't get their rebate, lowered incentives with no forewarning and a whole bucket full of unanswered questions. It's such a shame that we have so many sources, a very large group of intelligent individuals and attractive amounts of funding to put together a program that would work for everyone. APS's 2011 budget will increase to \$96.4 million; there is so much we could do with this money, starting with continuing to offer \$1.95 per watt for every customer who wants a better place for our children, grandchildren and so on, to live. The conspiracy thoughts begin to wander through the minds of Installers. Do the Utility Companies really support this program? If so, why would the incentive continue to drop while the demand and budget go up?

There has been some discussion to approve a program called "Rapid Reservation/Rebate". There is only one thing that can be accomplished from this option and that is total and utter uncertainty. Why they would ever allow a new customer to cut in front of those already in line is beyond me. Honestly, I think it makes more sense to continue paying Police Chief Jack Harris' legal fee's then to implement an option like this. We should be focusing our time and efforts on organizing a program that not only works for everyone but, is fair for everyone. Everybody waits in the same line including Mr. & Mrs. Deep Pocket.

Another part of the DE program that has become such a disaster is the Small UFI Commercial incentives. This program is such a mess that I really don't even know where to begin. First off, the website offers \$2.50 per watt but, the last time they paid that was in 2009. I was told they continue to advertise this because "...they have the option to pay that if funds are available". The actuality of this program is more like \$0.50-\$0.75 although, our company has yet to see an approval after countless submittals. However, we just learned that if you are lucky enough to win the bids for APS-backed jobs, that installer will receive a guaranteed rate of \$2.25 per watt. I'm going to reiterate that last sentence, if you are constructing solar through APS and they have total control of the program then, and only then will you become approved indefinitely for \$2.25 per watt. You don't need to partake in the "auction" portion and will not receive a denial letter. However, if you are just a regular rate-paying customer who wants to

52 construct solar on your commercial business, you would be lucky to receive \$0.50 per watt and  
53 I mean lucky! This entire "Ranking Score" portion of the program needs to be abolished. If the  
54 budget only allows for \$1.00 per watt for UFI Small Commercial then offer, pay and advertise  
55 \$1.00 per watt.

56  
57 In conclusion to my letter, I would like to stress how important communication, advanced  
58 warning and consistency are. Let's put together a program that is the same for everyone! Let's  
59 notify customers and installers of any and all changes that are going to be made prior to them  
60 happening. Let's open up the lines of communication between everyone so we can put this  
61 program to good use. We were all brought together to do something amazing for our planet;  
62 let's put all this effort and knowledge to good use.

63  
64  
65  
66 Sincerely,

67  
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69  
70  
71 By 

72  
73 Leslie Frazier  
74 Salt River Solar & Wind  
75 13370 W. Foxfire Dr. #104